

**Department of Transportation Services (DTS)**  
**Transportation Mobility Division Title VI Program**  
**Service Equity Analysis Report**  
**Local Routes: 4 Nuuanu-Punahou**  
**121 Nuuanu-Alapai Transit Center**  
**122 Punchbowl-Alapai Transit Center**

**Introduction**

Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, or national origin in programs and activities receiving Federal financial assistance. DTS' 2019 Public Transit Title VI Program identifies the policies and procedures used to determine whether service change proposals are considered "major" and to evaluate the impact of major service changes on minority and low income populations.

TheBus Route 4 currently provides service to Nuuanu Valley (Nuuanu), the Central Business District (CBD), Makiki/Punahou, the University of Hawaii at Manoa (UHM), McCully/Moiliili, and the western end of Waikiki. The proposed restructure of Route 4 into three (3) separate routes, a main line and two (2) ancillary lines (Routes 121, 122); do not meet the criteria for a "major" service change as detailed below, and therefore, do not trigger the requirement for a Service Equity Analysis.

**Major Service Change Criteria**

"Eliminating route segments when the affected ridership of the eliminated segment exceeds 10% of the route's total ridership."

Annual ridership FY 2020

Route 4:	1,480,018	
Eliminated segments:		Alternate Service
• University (btwn King/Date):	41,129 (2.8%)	Route A
• Kalakaua (btwn AlaWai/Kapiolani):	26,022 (1.8%)	Routes 2, 8
• Date/Citron Sts:	20,291 (1.4%)	None
• Kapiolani (btwn Kalakaua/University):	19,607 (1.3%)	Routes A, 3, 9
• Victoria/Lunalilo Sts:	6,005 (.4%)	None
	<u>113,054 (7.6%)</u>	

"Changing service levels (ie: trips, service hours/miles, span of service, headways) for existing routes when ridership of the affected route exceeds 10% of system-wide ridership."

<u>Annual ridership FY 2020</u>	
System-wide:	48,536,030
Route 4:	1,480,018
Affected ridership:	3.0%

## **Background**

Route 4 was established over 50 years ago providing service between Nuuanu Valley and UHM via the CBD and the Makiki/Punahou districts. While there has been relatively little change to the current routing, over the years its direct routing became circuitous when 1) the roadway network was fragmented by the construction of the H-1 freeway, 2) service extension to Waikiki, and 3) increased population densities/traffic congestion. The Route 4 restructure was initiated to address long-standing service issues attributable to its circuitous, one-way routing along less traveled segments off the main line, and will generally use the existing Route 4 network.

The main goals of splitting Route 4 into three (3) separate lines are:

- Direct routing, shortened travel times, and improved reliability for the major service areas along the main line.
- Circulator service for the areas off the main line with less ridership.
- New circulator service areas: Queen's Hospital/Physicians' Office Buildings 1/2 and Kakaako, an urban core community with on-going development of high-rise residential units and commercial/business centers.
- Provide connections to the future Civic Center Rail Station.

## **Proposed Changes**

- Eliminate the Nuuanu Valley and Punchbowl segments from the "New" Route 4.
- Realign the University Avenue/Citron Street segment to Beretania/McCully Streets, the Victoria Street segment to Green Street, and the Waikiki segment from the Kalakaua Avenue/Kapiolani Boulevard to Kalakaua Avenue/McCully Street.
- Transfer the Nuuanu Valley segment to "New" Route 121
- Transfer the Punchbowl segment to "New" Route 122 with new service areas.

### **"New" Route 4: Nuuanu-Punahou**

- Connects Lower Nuuanu, CBD/Alapai Transit Center, Makiki/Punahou, UHM, Moiliili/McCully, and the western end of Waikiki.
- Realigned segments: University Avenue/Citron Street, Victoria Street, Waikiki.
- Nuuanu Valley segment is transferred to "New" Route 121.
- Punchbowl/Magellan Street segment is transferred to "New" Route 122

### **"New" Route 121: Nuuanu-Alapai Transit Center**

- Replaces the Nuuanu Valley segment.
- Connects Nuuanu Valley, CBD, and Alapai Transit Center.

### **"New" Route 122: Punchbowl-Alapai Transit Center**

- Replaces the Punchbowl/Magellan Street segment.
- Connects Alapai Transit Center, Queen's Hospital, Punchbowl/Magellan Avenue, CBD, and Kakaako.
- New service areas: Queen's Hospital and Kakaako.

## **Public Outreach Activities**

Public outreach activities for the proposed changes include:

- Notification email and copies of Rider Notices to the Honolulu City Council Members for Districts 4, 5, and 6; and the Transportation Committee Chair.
- Notification email and copies of Rider Notices to the following Neighborhood Boards: Manoa Neighborhood Board No. 7, McCully/Moiliili Neighborhood Board No. 8, Waikiki Neighborhood Board No. 9, Maikiki/Tantalus Neighborhood Board No. 10, Ala Moana/Kakaako Neighborhood Board No. 11, Nuuanu/Punchbowl Neighborhood Board No. 12, Downtown/Chinatown Neighborhood Board No. 13, Liliha/Puunui/Alewa Neighborhood Board No. 14 (Presentation to be made upon request).
- Social Media Notifications (Twitter & Instagram by DTS Public Information Specialist.
- Notification email and copies of Rider Notice to Department of Human Services/Division of Vocational Rehabilitation/Hoopono Services for the Blind.
- Rider Notices posted at affected bus stops along Route 4.
- Onboard distribution of Rider Notices by bus operators of affected routes.
- Mail/email distribution of Rider Notices to selected developments/businesses/ residents affected by the restructure.
- Survey Monkey online survey.
- Notifications on TheBus.org website and linked to the DTS website.